

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code	542311
<015> Study Area Name	CAL-ORE TELEPHONE CO
<020> Program Year	2015
<030> Contact Name: Person USAC should contact with questions about this data	Sara Thomas
<035> Contact Telephone Number: Number of the person identified in data line <030>	5303972211 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	snthomas@cot.net

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
(check box when complete)			
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	<div style="border: 1px solid black; height: 40px; width: 300px;"></div> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	<div style="border: 1px solid black; height: 40px; width: 300px;"></div> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)			
<410> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<440> Fixed	0.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<450> Mobile	0.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> <div style="border: 1px solid black; padding: 2px;">542311ca510.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> <div style="border: 1px solid black; padding: 2px;">542311ca610.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1010> <div style="border: 1px solid black; padding: 2px;">542311ca1010.pdf</div>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form	
FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	

<010>	Study Area Code	542311
<015>	Study Area Name	CAL-ORE TELEPHONE CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data Sara Thomas	
<035>	Contact Telephone Number - Number of person identified in data line <030>	5303972211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	enthomas@cot.net
<110>	Has your company received its ETC certification from the FCC?	<input type="radio"/> (yes / no) <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing "5 year plan" filed with the FCC?	<input type="radio"/> (yes / no) <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.



Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	<input type="checkbox"/>
<114>	Report how much universal service (USF) support was received	<input type="checkbox"/>
<115>	How (USF) was used to improve service quality	<input type="checkbox"/>
<116>	How (USF) was used to improve service coverage	<input type="checkbox"/>
<117>	How (USF) was used to improve service capacity	<input type="checkbox"/>
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	<input type="checkbox"/>

(900) Tribal Lands Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Sara Thomas
<035>	Contact Telephone Number - Number of person identified in data line <030>	5303972211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	snthomas@cot.net

<910>	Tribal Land(s) on which ETC Serves	
-------	------------------------------------	--

<920>	Tribal Government Engagement Obligation	
-------	---	--

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

Select (Yes, No, NA)	

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

(1100) No Terrestrial Backhaul Reporting

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	snthomas@cot.net

☐

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Collection Form		July 2013

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<030>	Contact Name - Person USAC should contact regarding this data	Sara Thomas
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<039>	Contact Email Address - Email Address of person identified in data line <030>	snthomas@cot.net

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	<div>542311cal210.pdf</div>	Name of Attached Document
<1220>	Link to Public Website	HTTP	http://www.cot.net/lifeline/terms/

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>		July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	stthomas@cot.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)}	<input type="checkbox"/>
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}	<input type="checkbox"/>

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>

<2016>	Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)} Certification Support Used to Build Broadband	<input type="checkbox"/>
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Connect America Phase II Reporting {47 CFR § 54.313(e)}		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>

<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	sathomas@cot.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010)	Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54.313(f)(1)(ii))	<div></div>	Name of Attached Document Listing Required Information
(3011)	Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<div></div>	
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	<div></div>	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	<div></div>	(Yes/No)
(3014)	If yes, does your company file the RUS annual report	<div></div>	(Yes/No)
Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:			
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<div></div>	
(3016)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div></div>	
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	<div></div>	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, Is your company audited?	<div></div>	(Yes/No)
(3019)	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications	<div></div>	
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div></div>	
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.	<div></div>	
(3022)	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,	<div></div>	
(3023)	Underlying information subjected to a review by an independent certified public accountant	<div></div>	
(3024)	Underlying information subjected to an officer certification.	<div></div>	
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div></div>	
(3026)	Attach the worksheet listing required information	<div></div>	Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<030>	Contact Name - Person USAC should contact regarding this data	Sara Thomas
<035>	Contact Telephone Number - Number of person identified in data line <030>	5303972211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	snthomas@cot.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: CAL-ORE TELEPHONE CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/27/2014
Printed name of Authorized Officer: Waihun Yee	
Title or position of Authorized Officer: CFO	
Telephone number of Authorized Officer: 5303972211 ext.	
Study Area Code of Reporting Carrier: 542311	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

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<030> Contact Name - Person USAC should contact regarding this data	Sara Thomas
<035> Contact Telephone Number - Number of person identified in data line <030>	5303972211 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	snthomas@cot.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent or Employee of Agent:	
Signature of Authorized Agent or Employee of Agent:	Date:
Printed name of Authorized Agent or Employee of Agent:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

**(800) Operating Companies
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013








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<030>	Contact Name - Person USAC should contact regarding this data	Sara Thomas
<035>	Contact Telephone Number - Number of person identified in data line <030>	5303972211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	snthomas@cot.net
<810>	Reporting Carrier	Cal-Ore Telephone Co.
<811>	Holding Company	LICT Corporation
<812>	Operating Company	Cal-Ore Telephone Co.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	DUNKIRK & FREDONIA TELEPHONE COMPANY	150091	Dunkirk & Fredonia Telephone, DFT, Netsync, DFT Communications
	UPPER PENINSULA TELEPHONE COMPANY	310732	Michigan Broadband Services, UPTC, MCBC, Alphacomm.net
	MICHIGAN CENTRAL BROADBAND COMPANY	310785	Michigan Broadband Services, MCBC, Alphacomm.net
	BELMONT TELEPHONE COMPANY	330847	Belmont, LaGrant Connections, LLC
	CUBA CITY TELEPHONE EXCHANGE COMPANY	330872	Cuba City, LaGrant Connections, LLC
	CENTRAL SCOTT TELEPHONE COMPANY	351125	Central Scott
	CST COMMUNICATIONS, INC.	359032	CST Communications, iwireless
	INTERCOMMUNITY TELEPHONE COMPANY	381616	InterCommunity
	HAVILAND TELEPHONE COMPANY, INC.	411780	Haviland, Giant Communications, Inc.
	J. B. N. TELEPHONE COMPANY, INC.	411785	J.B.N., Giant Communications, Inc.
	WESTERN NEW MEXICO TELEPHONE COMPANY, INC.	492268	WNM Communications
	CENTRAL UTAH TEL INC	502277	CentraCom Interactive
	SKYLINE TELECOM	502283	CentraCom Interactive
	BEAR LAKE COMM	503032	CentraCom Interactive
	CAL-ORE TELEPHONE COMPANY	542311	Cal-Ore
	Giant Communications, Inc.		Giant
	Alpha Enterprises Limited, Inc.		Alphacomm.net
	World Surfer, Inc.		World Surfer
	Netsync Internet Services Corporation		Netsync
	Valley Communications, Inc.		Valley
	Central Telcom Services, LLC		CentraCom Interactive
	LaGrant Connections, LLC		LaGrant Connections, LLC
	WNM Communications Corporation		WNM Communications

[USAC Home](#) [High Cost Program](#) [Search Tools](#) [Form 481](#)**LIST OF FORM 481**

Selected Carrier

Carrier SPIN 143002647
Carrier SAC 542311
Carrier Name CAL-ORE TELEPHONE CO

	Submission Period	Submitted Date	Status	Filing Period	Timeliness	Edit/Submit	View/Print	Filing Number	Delete
	2015 Submissions								
	2015	Jun 27, 2014	Certified	Open	On time	 Revise			
	2014 Submissions								
	2014	Oct 11, 2013	Certified	Closed	On time				
Return to 481 Search		Create New Form 481		Return to SPC Portal					

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CONFIRMATION

Congratulations. Your filing has been successfully certified.

Filing 1 was successfully certified on Fri 27 Jun 14 01:56:34 PM EDT by waihun@cot.net .

SAC : 542311

SPIN : 143002647

Carrier Name : CAL-ORE TELEPHONE CO

Program Year : 2015

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[Website & Privacy Policies](#)

Cal-Ore Telephone Company
Line 112 – Five-Year Service Quality Improvement Plan

As required in 47 C.F.R. § 54.202(a)(1)(ii), the following pages provide the Company's five-year service quality improvement plan that describes with specificity the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area. While the plan being presented for this Rural Local Exchange Carrier ("RLEC") is based on the best information that we have at this time, it is important to note that circumstances may change, such that the five-year service quality improvement plan being presented herein, may need to change substantially including, but not limited to, changes based on factors such as those listed below:

ISSUES WHICH MAY REQUIRE FUTURE MODIFICATIONS TO THE COMPANY'S FIVE-YEAR PLAN:

The five-year plan, as detailed on the following pages, is subject to the following:

- 1) **Revenue Recovery:** The ability to finance the capital expenditures planned for the five-year plan period, either through internally generated funds or external financing, are predicated on the expected revenue flows to be derived by these capital expenditures. If revenues would not be achieved either due to changes in regulations including, but not limited to, reductions in federal or state universal service support mechanisms or intercarrier compensation or by significant reductions in the number of services subscribed to by the Company's customers, adjustments to the proposed capital expenditures in the five-year plan would be required. For example, if the support revenues that would be derived based on the capital expenditures would be reduced due to eliminations of Universal Service Fund ("USF") mechanisms or significant changes to those USF programs, revisions to the five-year plan may be required.

In addition, if USF programs remain the same, but due to the computation of the program, USF revenues decline, adjustments to the five-year plan may be required. For example, if increases in the National Average Cost Per Loop ("NACPL"), which are very difficult to predict, substantially reduces the High Cost Loop Support ("HCLS") for the Company or if the impact of the corporate cap on the Interstate Common Line Support ("ICLS") mechanisms were to substantially reduce the Company's USF payments, then the capital expenditures in the five-year plan may need to be reduced.

- 2) **Permits:** It is not possible to predict the ability to obtain all necessary permits, including easements and rights-of-way, within the five-year time-frame required to complete the capital expenditures included in the Company's five-year plan. Permits can be, and often are, delayed significantly by various governmental agencies and those delays are totally outside the control of the Company.

Cal-Ore Telephone Company, Inc.

Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

- 3) **Weather Issues:** It is not possible to predict the impact of the weather on the installation of the capital expenditures included in the Company's five-year plan. For example, if the ground is frozen, the timing of installing facilities can be significantly delayed and those delays are totally outside the control of the Company.
- 4) **Lead Time to Obtain Materials from Vendors:** It is not possible to predict when a material critical for the capital expenditures included in the Company's five-year plan may come into a shortage situation. For example, in the last couple of years, the industry experienced a shortage of fiber optic cable where there was an 18 month lead time to obtain fiber optic cable. Delays of this nature are impossible to predict and are totally outside the control of the Company.
- 5) **Lead time to get Contractors to Install Facilities:** Just as with the materials, the Company has experienced times when it was not able to obtain contractors to install the equipment because the Company is not large enough compared to other firms wanting the contractor to do work for them. Therefore, the Company had to wait until much later than anticipated to get the contractor to come install the facilities for them. Once again, delays of this nature are impossible to predict and are totally outside the control of the Company.
- 6) **Increases in Construction Costs:** Just as with any business, it is impossible to predict if certain key material or installation costs will increase significantly during the period of time included in this five-year plan. During the last few decades, the telecommunications industry has undergone periods of time where material and installation costs escalated due to circumstances beyond the control of the Company (e.g., Hurricane Katrina, etc.). Price increases of this nature are impossible to predict and are totally outside the control of the Company.

If any of these, or items similar to these, occur, the Company may need to modify the five-year plan.

FIVE-YEAR PLAN OVERVIEW:

In addition to providing voice and broadband services, the company provides custom calling features and long distance services to the customers located in its service area. The Company has developed this five-year plan in order to continue to improve service quality, coverage and/or capacity to the subscribers located in its RLEC service area.

The Company provides service primarily through the use of fiber optic cable and electronics between the central offices and between the central offices and the subscriber terminal equipment (e.g., Digital Loop Carriers ("DLCs")) in the field. The last mile facilities are generally provided over copper; however, the Company has a certain amount of fiber-to-the-premise ("FTTP") facilities, as well. It is the company's intention to continue to install fiber optic cable

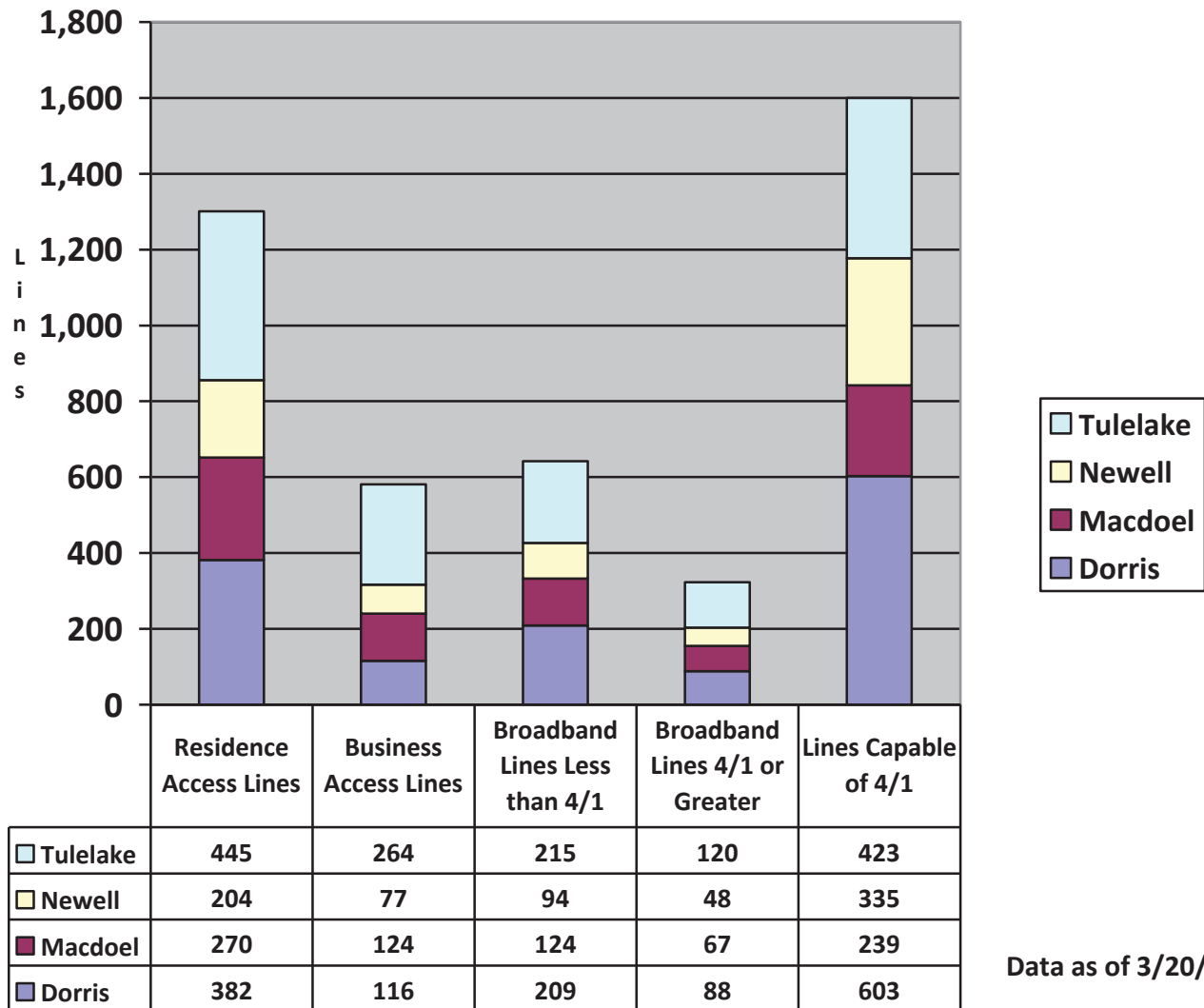
Cal-Ore Telephone Company, Inc.

Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

and electronics, wherever feasible. The company has begun the transition from the TDM-based network to an IP-network and is continually assessing the most cost-effective technology solutions to provide our customers the services they request.

COMPANY SERVICE AREA INCLUDED IN FIVE-YEAR PLAN:

The Company serves a very rural, sparsely populated portion of the United States where there are numerous challenges to serving the most rural customer locations. Within the RLEC's service territory of approximately 800 square miles, the company provides voice service to residential and business access lines and broadband service as shown below:



The company only has one wire center which is located in the Dorris exchange; therefore, the five-year plan is presented at the exchange level. The above chart shows the breakdown of the number of access lines by exchange within the RLEC territory for residence and business and the number of broadband lines subscribed to by customers at a speed less than 4 Mbps down

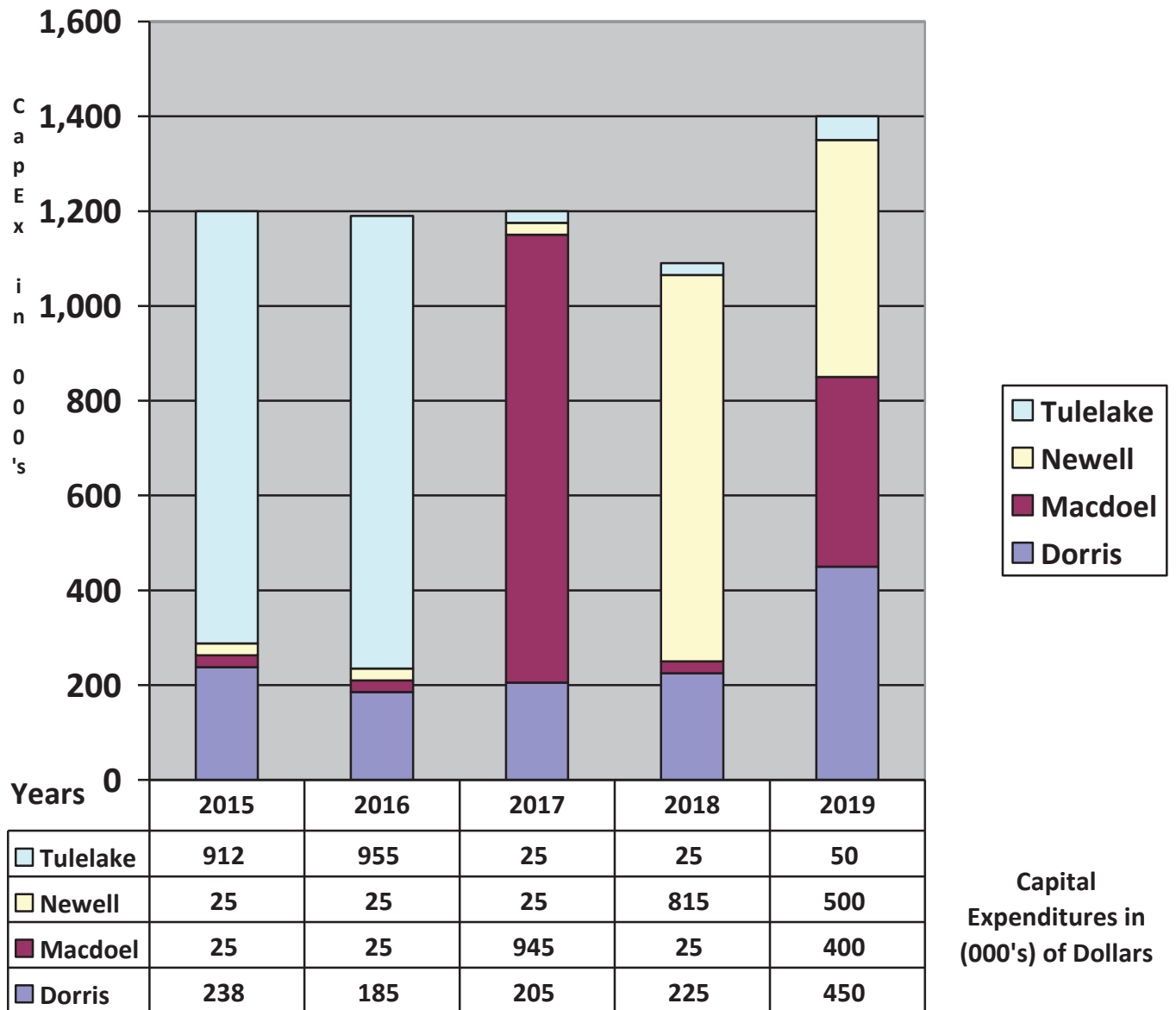
Cal-Ore Telephone Company, Inc.

Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

and 1 Mbps up and those broadband lines at or above at a speed of 4 Mbps down and 1 Mbps up. As shown on the chart above, there are still a significant number of customers that subscribe to broadband service at a speed less than 4 Mbps down and 1 Mbps up. The company is making significant efforts to market and transition customers to higher speed service so that they can have the full benefit of the information super-highway.

TOTAL ESTIMATED CAPITAL EXPENDITURES BY EXCHANGE:

The total estimated regulated capital expenditures for the RLEC for each of the years in the five-year plan in each of the Company's exchanges are estimated to be as follows:

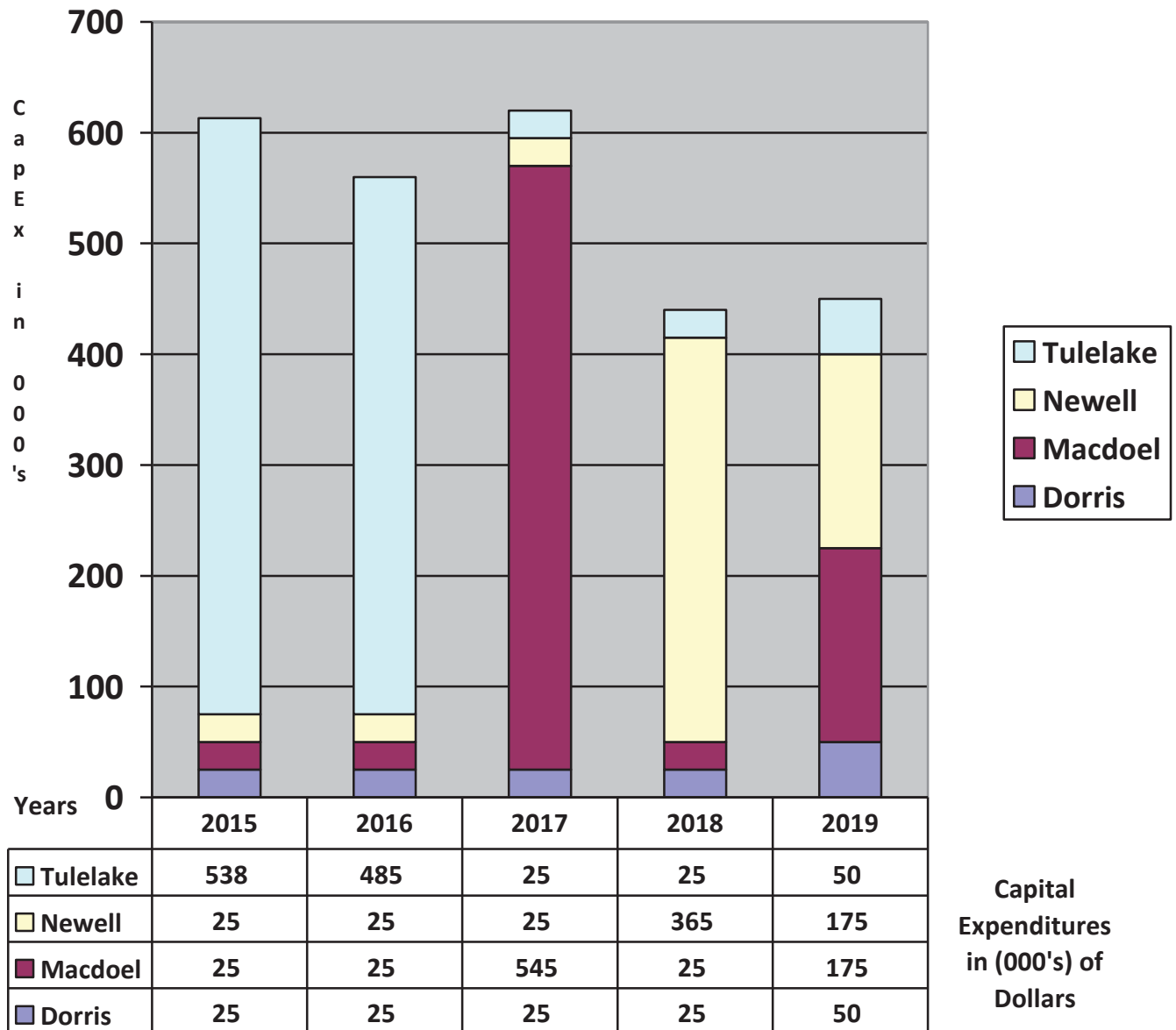


Cal-Ore Telephone Company, Inc.

Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

FACILITIES TO SHORTEN LOOP LENGTH:

The Company understands that customers continually want and need more bandwidth. Due to the extremely remote territory of the customer, one of the obstacles to providing greater speeds to some of the Company's customers is the distance from the nearest electronic site to the customer location. Shortening that portion of the loop allows the company to provide greater speed; therefore, the Company intends to install cable and wire facilities and/or circuit equipment in each of the Company's exchanges as shown below:

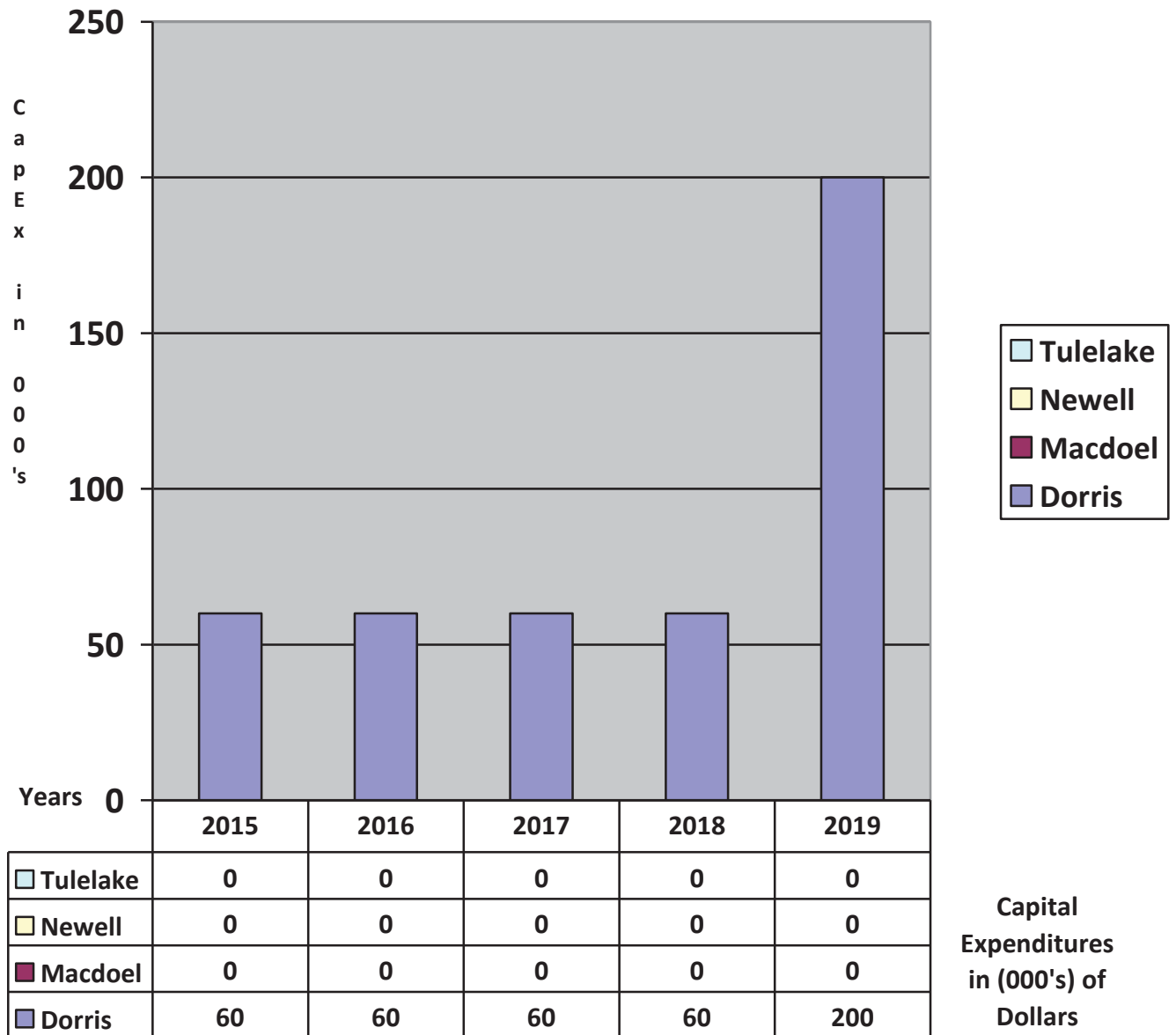


Cal-Ore Telephone Company, Inc.

Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

SWITCHING EQUIPMENT:

The Company is continuing to upgrade switching facilities due to the transformation from TDM to the IP-based technologies. These upgrades may include, but are not limited to, softswitches, media gateways or other equipment. Prior to acquisition of switching equipment, the company analyzes what would be the best technological solution since vendors go out of business, new products are released to market and upgrades may be made to existing equipment which may allow the equipment to continue to be used more cost effectively. The Company is proposing the following technological upgrades to its switching equipment shown below:

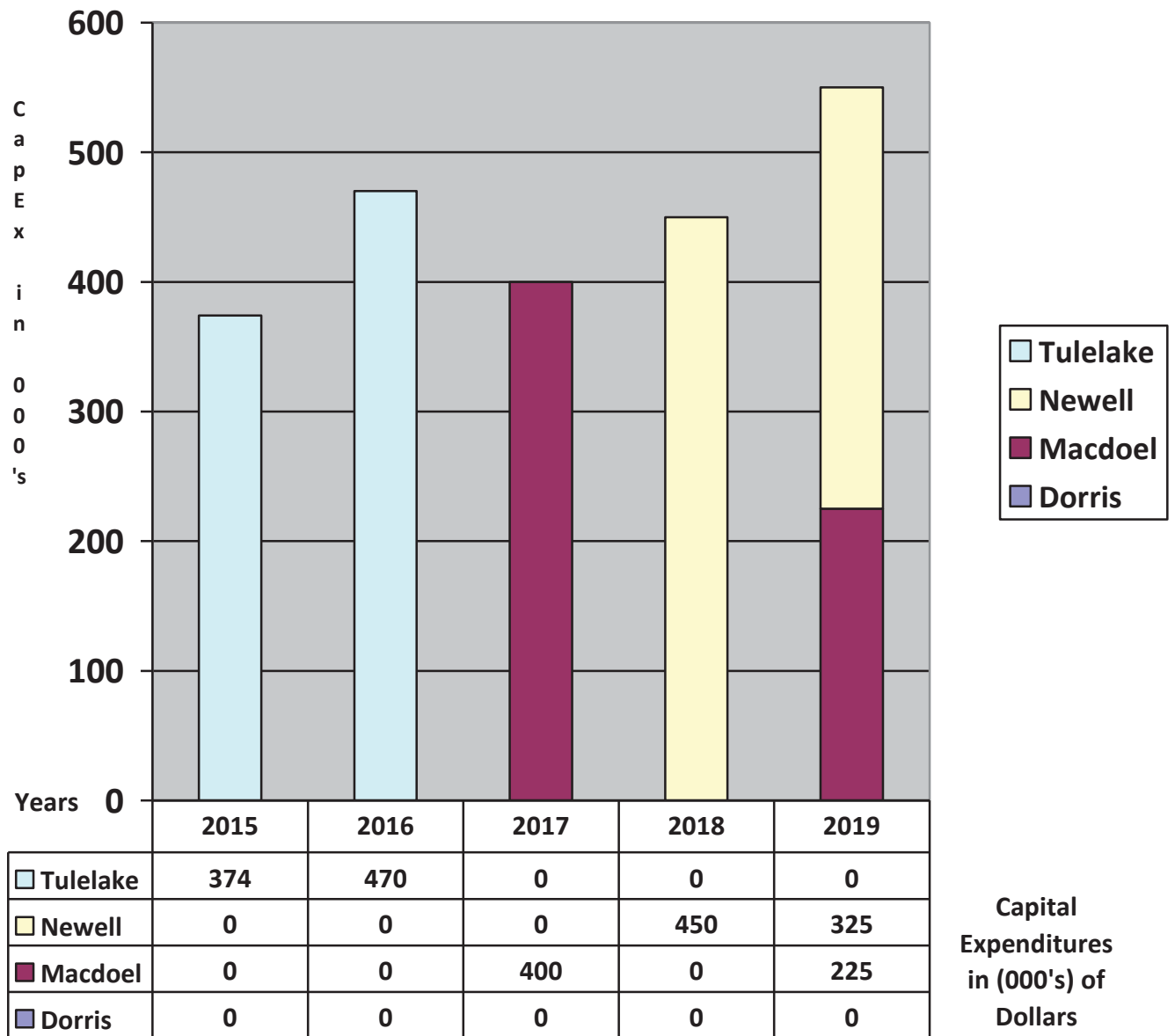


Cal-Ore Telephone Company, Inc.

Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

INTEREXCHANGE FACILITIES:

The Company's exchanges are predominately interconnected with fiber optic cable and electronics. In a few cases, due to terrain or other conditions, microwave or other technologies, may be used. For enhancements and upgrades to the Company's interexchange facilities, the Company intends to install additional cable and wire facilities and/or circuit equipment in each of the Company's exchanges as shown below:

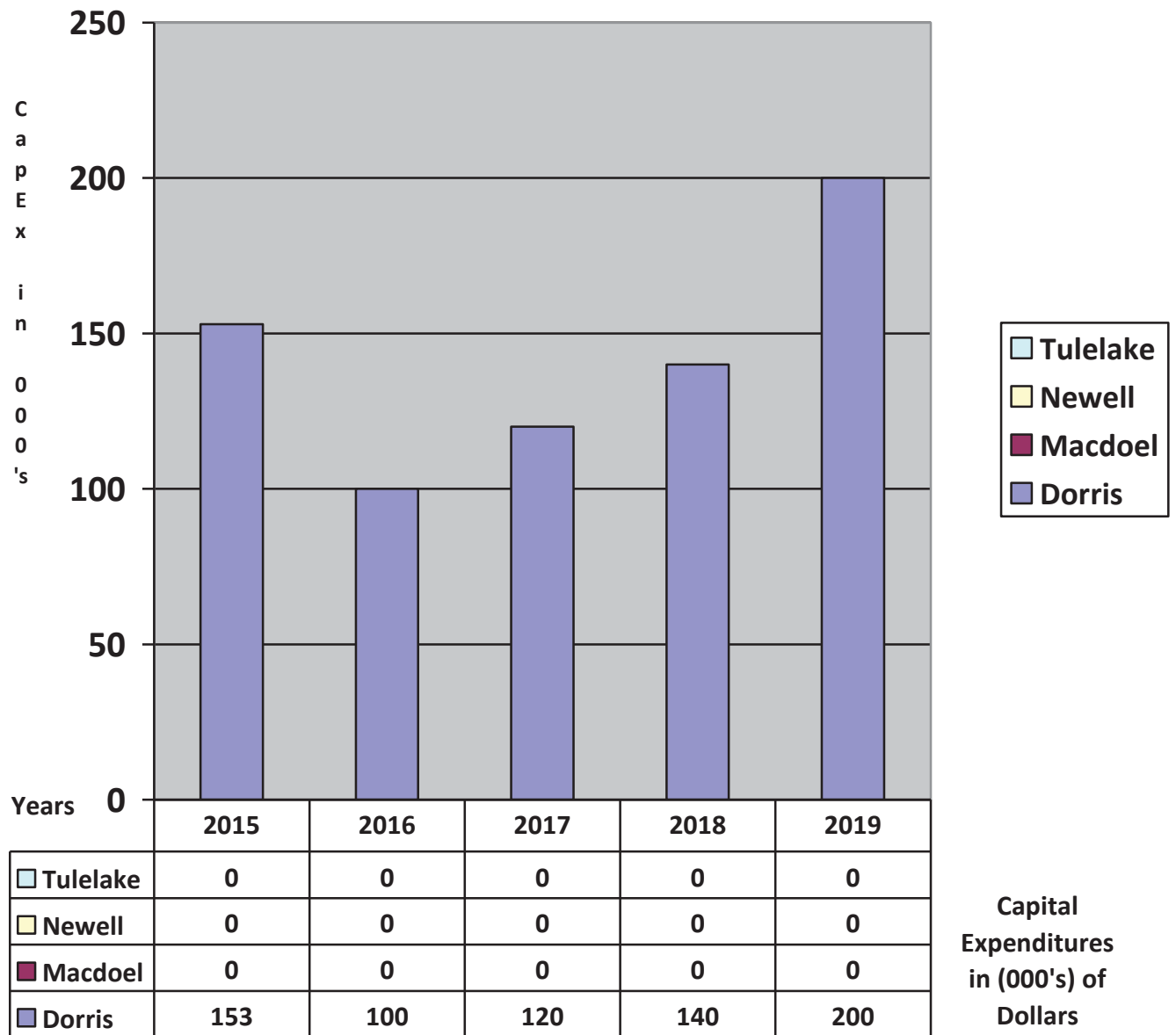


Cal-Ore Telephone Company, Inc.

Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

GENERAL SUPPORT FACILITIES:

The Company must continually upgrade the general support facilities (i.e., computers, furniture, office equipment, vehicles, land and buildings) due to technology changes, obsolescence and personnel needs in order to provide both voice and broadband service to its customers. The following is the current plan for general support facility capital expenditures in the five-year plan:



Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

COMPANY POLICY TO DETERMINE IF A REQUEST FOR BROADBAND SERVICE IS REASONABLE:

Under the framework adopted by the Federal Communications Commission (“FCC”) in the *USF/ICC Transformation Order*, as a rate-of-return carrier, the Company, is required to deploy broadband-capable infrastructure to a customer upon reasonable request.

The FCC expressly recognized that there are some areas of the country where it is cost prohibitive to extend broadband using terrestrial wireline technology and, that in some areas, satellite or fixed wireless technologies may be more cost-effective options to extend service.

It is the Company’s policy to deploy broadband-capable infrastructure to a customer, upon reasonable request, as defined below.

GENERAL POLICY:

When evaluating a request to extend broadband service, the Company shall consider whether it would be reasonable to make the necessary upgrades in light of anticipated revenues. A reasonable request is one where the Company could cost-effectively extend a voice and broadband-capable network to that location. In determining whether a particular upgrade is cost effective, the Company shall consider not only its anticipated end-user revenues from the services to be offered over that network, both voice and retail broadband internet access, but also other sources of support, such as federal and, where available, state universal service funding projected to be available under current rules.

In considering end-user revenues, the Company shall take into account the reasonable comparability benchmark for broadband services, as appropriate. If the incremental cost of undertaking the necessary upgrades to a particular location exceed the revenues that could be expected from that upgraded line, a request would not be reasonable.

A request to upgrade an existing voice line to provide broadband service would not be reasonable if it would require new investments that would cause total high-cost support, excluding CAF ICC, to exceed \$250 per line per month in a given study area.

As the FCC determined in the *Third Order on Reconsideration*, the Company may also take into account backhaul costs or other unique circumstances that may make it cost-prohibitive to extend service to particular customers.

Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

EXTENUATING CONSIDERATIONS AND EXECUTIVE APPROVALS:

In addition to the above stated general policy, additional factors, including, but not limited to, items such the following shall be considered prior to denying the provision of broadband service based on a request of a customer as not reasonable:

- Extremely high potential for significant other residential or business customers in the area within a reasonable amount of time.
- Anchor institution requirements.
- Possible community development potential.
- Health and public safety concerns, including, but not limited to, E-911 issues.
- Other health, economic development and/or welfare factors.
- Financing agency or Commission, either state or federal, mandates or requirements.

If it is determined that additional, extenuating circumstances are relevant and should be considered, Company executive review and approval is required for the project to be undertaken if does not meet the terms of the general policy stated above.

FURTHER SPEED ENHANCEMENTS: If the FCC were to revise its broadband performance obligations to require higher speeds, such as 10 Mbps downstream, new deployments would, most likely, be required to meet the new benchmark. The Company would only be required to meet that higher speed if the request for service was *reasonable*.

CONCLUSION:

The Company's five-year service quality improvement plan is designed to continue to improve and upgrade facilities in order to provide customers with the highest quality voice and broadband service in the most cost-effective manner. This includes shortening the length of the loops, as needed, in order to provide greater bandwidth to the customer, augmenting and upgrading the interexchange facilities, as needed, to provide greater speeds and sufficient facilities for special access circuits, including, but not limited to, dedicated facilities to wireless towers, modifying switching equipment, as needed, in order to provide the services and features desired by the customer, and adding/replacing general support equipment, as needed, in order to continue to operate as a company and provide service to the end user.

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Cal-Ore Telephone Company

Line 510 – Compliance with Service Quality Standards and Consumer Protection

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

SERVICE QUALITY STANDARDS: The Company abides by the State Commission's requirements for service quality. All required reporting is done with the Company in full compliance of the service quality standard requirements shown in Exhibit A.

CONSUMER PROTECTION RULES:

The Company developed and implemented a Customer Proprietary Network Information ("CPNI") Compliance Manual and has appointed a CPNI Compliance Officer. Annually, the Company requires all employees to certify that they have reviewed and understand the CPNI Compliance Manual and that they understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

The Company also developed and implemented an Identity Theft Prevention Program Manual and has appointed a Red Flag Coordinator. Annually, the Company requires all employees certify that they have reviewed and understand the Identity Theft Prevention Program Manual. Further, employees must certify that they understand that any violation of the Company's identity theft prevention procedures may result in disciplinary action up to and including dismissal.

General Order 133-C

Exhibit A

TITLE **Public Utilities Commission of the State of California**
Rules Governing Telecommunications Services
Effective July 9, 2009

1. GENERAL

1.1 Intent.

- a. Purpose. The purpose of these rules is to establish uniform minimum standards of service to be observed in the operation of public utility telephone corporations.
- b. Limits of Order. These rules do not cover the subjects in the filed tariff rules of telephone utilities.
- c. Absence of Civil Liability. The establishment of these rules shall not impose upon utilities, and they shall not be subject to, any civil liability for damages, which liability would not exist at law if these rules had not been adopted.
- d. These rules may be revised in scope on the basis of experience gained in their application and as changes in technology, the telecommunications market, or technology may require.

1.2 Applicability. These rules are applicable to all public utility telephone corporations providing service within the State of California, except as otherwise noted.

1.3 Definitions.

- a. Business Office – A centralized service group which receives small business and/or residential customer requests for new installations or changes in existing service. This also includes billing center inquiries.
- b. Central Office Entity – A group of lines using common-originating equipment or under stored program control.
- c. CLEC: A *Competitive Local Exchange Carrier* (CLEC), per Pub.Util. Code § 234, § 1001, and Decision 95-07-054, provides local telephone services in the service territories formerly reserved for Incumbent Local Exchange Carriers (ILECs), in competition with ILECs, and must obtain a Certificate of Public Convenience and Necessity (CPCN) from the Commission.
- d. COLR: A *Carrier of Last Resort* (COLR) is required to serve upon request all customers within its designated service areas. Pursuant to Decision 96-10-066, a carrier seeking to be a COLR needs to file a notice

of intent (NOI) with the Commission in order to have access to high cost fund subsidies. Once designated a COLR, the carrier must get the Commission's approval to opt out of its obligation to serve.

- e. Commission – In the interpretation of these rules, the word “Commission” shall be construed to mean the Public Utilities Commission of the State of California.
- f. Commitment – The date agreed to by a customer and a utility for the completion of requested work.
- g. Enhanced Services/Information Service Providers: The 1996 Telecommunications Act (47 U.S.C. § 153 (20) (2008)) distinguished between *information* service providers and *telecommunication* service providers. The former provide so-called Enhanced Services over transmission facilities where they employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information but where the information is not dependent on the telecommunications service beyond the delivery of it. Information services generate, acquire, store, transform, process, retrieve, utilize, or make available information *via* telecommunications, and these processes are considered separate from delivery. Information service providers do not need a CPCN and do not need to register if they do not provide telephone service in addition to their information services. Examples of enhanced/information services are internet access, voicemail, electronic messaging, and video conferencing.
- h. ETC: *Eligible Telecommunications Carrier* (ETC) - A telecommunications carrier that has been designated by the Commission, pursuant to Resolution T-17002 and GO 153, as eligible to receive federal lifeline and/or high cost Universal Service support. Designated ETCs must file annual recertification advice letters to continue to be eligible for federal high cost fund support.
- i. Facilities-based Carriers: A local exchange carrier that uses facilities it owns, operates, manages, or controls to provide service, including partially or totally owning, operating, managing or controlling such facilities. A local exchange carrier providing service solely by resale of the ILEC's local exchange services is not a facilities-based carrier. By Commission Decision (D.) 95-12-057, facilities-based carriers must file an environmental assessment report and undertake mitigation efforts addressing any adverse environmental impacts associated with their construction activities under their CPCN.
- j. Installation – The provision of telephone service at the customer's request.
- k. GRC ILECs: A *General Rate Case Incumbent Local Exchange Carrier* (GRC ILECs) is designated a COLR in its franchise territories per

D.96-10-066, the decision where the Commission spelled out what is meant by basic telephone service for purposes of Universal Service funding and is regulated through cost-of-service reviews by the Commission per General Order 96 B.

- l. ILEC: An *ILEC* is a certificated local telephone company such as Pacific Bell Telephone Company (now d/b/a AT&T California) and Verizon California Inc., which used to be the exclusive local telephone service provider in a franchise territory established before the Telecommunications Reform Act of 1996. See Pub.Util. Code § 234 and § 1001.
- m. Line – An access line (hardwire and/or channel) which provides dial tone and which runs from the local central office (Class 4/5, Class 5, or a remote) to the subscriber's premises.
- n. Local Exchange – A telecommunications system providing service within a specified area within which communications are considered exchange messages except for those messages between toll points per D.96-10-066.
- o. Minimum Standard Reporting Level – A specified service level of performance for each measure and each reporting unit.
- p. NDIEC: A *Non-Dominant Inter-Exchange Carrier* (NDIEC) or long distance carrier (IEC/IXC) is only required to register with the Commission before providing long distance telephone services in California, per Pub.Util. Code § 1013.
- q. Out of Service – A telephone line without dial tone.
- r. Small Business Customer -- small business customers are those that purchase five or fewer lines.
- s. Telephone Company/Utility – A public utility telephone corporation providing public telephone service as further defined by Pub. Util. Code §§ 216 and 234.
- t. Traffic Office – A group of operators which receives incoming calls from direct trunk groups or by means of an automatic distributing system.
- u. Trouble Report – Any oral or written notice by a customer or customer's representative to the telephone utility which indicates dissatisfaction with telephone service, telephone qualified equipment, and/or telephone company employees.
- v. URF Carrier – A utility that is a wireline carrier that has full pricing flexibility over all or substantially all of its rates and charges. A Uniform Regulatory Framework (URF) carrier includes any ILEC that is regulated through the Commission's URF, as established in Decision 06-08-030, as modified from time to time by the Commission, and includes CLECs and IECs.

- w. URF ILECs – URF ILECs are distinguished from GRC ILECs in that they are currently granted pricing flexibility through D.06-08-030, which may be modified from time to time.
 - x. Wire Center – A facility composed of one or more switches (either soft switch or regular switch) which are located on the same premises and which may or may not utilize common equipment. In the case of a digital switch, all remote processors that are hosted by a central processor are to be included in the central office wire center.
 - y. Wireless Carrier. A *Wireless Carrier* (a Commercial Mobile Radio Service provider under Federal Communications Commission regulations) is a carrier or licensee whose wireless network is connected to the public switched telephone network (PSTN). Per Commission decision (D.94-10-031), wireless carriers are required to file a wireless identification registration with the Director of the Communications Division within the Commission.
- 1.4 Information available to the Public. The public utility telephone corporation shall maintain, available for public inspection at its main office in California, copies of all reports submitted to this Commission in compliance with these rules. These copies shall be held available for two years. The public utility telephone corporation shall identify the location and telephone number of its main office in California in its White Pages directory and/or on its Internet website and shall provide information on how to contact it. A copy of these reports will also be maintained and be available for public inspection at the Commission's San Francisco and Los Angeles offices. Copies shall also be made available to interested parties for a nominal fee to cover the cost of processing and reproduction. The availability shall be limited to reports provided by the local serving company.
- 1.5 Location of Records. All reports required by these rules shall be kept and made available to representatives, agents, or employees of the Commission upon reasonable notice.
- 1.6 Reports to the Commission. The public utility telephone corporation shall furnish to the Commission, at such times and in such form as the Commission may require, the results or summaries of any measurements required by these rules. The public utility telephone corporation shall furnish the Commission with any information concerning the utility's facilities or operations which the Commission may request and need for determining quality of service.
- 1.7 Deviations from any of these Rules. In cases where the application of any of the rules incorporated herein results in undue hardship or expense to the public utility telephone corporation, it may request specific relief by filing a

formal application in accordance with the Commission's Rules of Practice and Procedure, except that where the relief requested is of minor importance or temporary in nature, the Commission may accept an application and showing of necessity by letter.

- 1.8 Revision of Rules. Public utility telephone corporations subject to these rules and other interested parties may individually or collectively file with this Commission a petition for rulemaking Pub. Util. Code § 1708.5 for the purpose of amending these rules. The petition shall conform to the requirements of Rule 6.3 of the Commission's Rules of Practice and Procedure.

2. STANDARDS OF SERVICE [Effective January 1, 2010]

- 2.1 General. These rules establish minimum standards and uniform reporting levels for the installation, maintenance, and operator answer time for local exchange telephone service. The service measures established are as follows:

<i>Service Measure</i>	<i>Type of Service</i>
Installation Interval	Installation
Installation Commitments	Installation
Customer Trouble Reports	Maintenance
Out of Service Repair Interval	Maintenance
Answer Time	Operator Services

- 2.2 Description of Reporting Levels. These levels have been established to provide customers information on how carriers perform. Minimum standard reporting levels are established for each of the service measures. Minimum standard reporting levels are applicable to each individual reporting unit.

3. MINIMUM TELEPHONE SERVICE MEASURES [Effective January 1, 2010]

- 3.1 Installation Interval – Applies to GRC ILECs.
 - a. Description. Installation interval measures the amount of time to install basic telephone service from the day and hour the customer requests service until it is established. When a customer orders basic service he/she may request additional features, such as call waiting, call forwarding, etc. If an additional feature is included in a basic service installation, the installation interval should only reflect the basic service installation. Installation interval applies to residential and small business customers (those that purchase five or fewer lines).

- b. Measurement. The average interval measured by summing each installation interval, expressed in business days, between the date the service order was placed and the date the service becomes operational during the current reporting period, divided by the total service orders during the reporting period. This amount excludes all orders having customer requested appointments (CRS) later than the utility's commitment dates.
- c. Minimum Standard Reporting Level. Business Days. Five Business Days is the minimum standard.
- d. Reporting Unit. Exchange or wire center, whichever is smaller. Wire centers with fewer than 100 lines should be combined with other central offices within the same location. A remote switching unit with fewer than 100 lines should also be added to its host switch. All reporting carriers shall submit the raw data included in the report.
- e. Reporting Frequency. The interval shall be compiled monthly and reported quarterly for all reporting units.

3.2 Installation Commitments – Applies to GRC ILECs.

- a. Description. Requests for establishment of basic telephone services. Commitments will not be considered missed when resulting from customer actions. Installation commitments apply to residential and small business customers (those that purchase five or fewer lines).
- b. Measurement. Monthly count of the total commitments and the commitments missed. Commitments met, expressed as a percentage, will equal total commitments minus missed commitments divided by total commitments.
- c. Minimum Standard Reporting Level. 95% commitments met.
- d. Reporting unit. Exchange or wire center, whichever is smaller. A wire center with fewer than 100 lines should be combined with other central offices within the same location. A remote switching unit with fewer than 100 lines should also be added to its host switch. All reporting carriers shall submit the raw data included in the report.
- e. Reporting Frequency. Compiled monthly and reported quarterly.

3.3 Customer Trouble Reports – Applies to GRC ILECs and facilities-based URF Carriers with 5,000 or more customers and to any URF Carrier with fewer than 5,000 customers that is a COLR. Trouble reports apply to residential and small business customers (those that purchase five or fewer lines).

- a. Description. Service affecting, and out of service trouble reports, from customers and users of telephone service relating to dissatisfaction with telephone company services. Reports received will be counted and related to the total working lines within the reporting unit in terms of reports per 100 lines.
 - b. Measurement. Customer trouble reports received by the utility will be counted monthly and related to the total working lines within a reporting unit.
 - c. Minimum Standard Reporting Level. Report number of trouble reports per 100 working lines (excluding terminal equipment reports). Six trouble reports per 100 working lines for reporting units with 3,000 or more working lines, eight reports per 100 working lines for reporting units with 1,001-2,999 working lines, and 10 reports per 100 working lines for reporting units with 1,000 or fewer working lines.
 - d. Reporting Unit. Exchange or wire center, whichever is smaller. A wire center with fewer than 100 lines should be combined with other central offices within the same location. A remote switching unit with fewer than 100 lines should also be added to its host switch. URF CLECs that do not have exchanges or wire centers shall report at the smallest reporting unit. All reporting carriers shall submit the raw data included in the report.
 - e. Reporting Frequency. Compiled monthly, reported quarterly.
- 3.4 Out of Service Repair Intervals – Applies to GRC ILECs and facilities-based URF Carriers with 5,000 or more customers and to any URF Carrier with fewer than 5,000 customers that is a COLR.
- a. Description. A measure of the average interval, in hours and minutes from the time of the reporting carrier's receipt of the out of service trouble report to the time service is restored for residential and small business customers.
 - b. Measurement. Commitment is measured by taking the total number of the repair tickets restored within less than 24 hours divided by the total outage report tickets. In addition, the system average outage duration is measured by summing each repair interval, expressed in clock hours and minutes, between the time the customer called to report loss of service and when the customer regains dial tone, divided by the total outage report tickets. These measurements include only residential and small business customer tickets. The measurements exclude Sundays and federal holidays and tickets when maintenance is delayed due to circumstances beyond the carrier's control. Typical reasons for delay include, but are not limited to: outage caused by cable theft, third-party cable cut, lack of premise access when a problem is isolated to that location, absence of

customer support to test facilities, or customer's requested appointment. Changed appointments shall be reported separately by identifying the number of such appointments and the time, in hours and minutes, associated with these appointments. When reporting includes a delay for one or more months, the carrier shall provide supporting information as to why the month should be excluded and work papers that show the date(s) of the catastrophic event and/or widespread outage and how the adjusted figure was calculated. A catastrophic event, an event where there is a declaration of a state of emergency by a federal or state authority, and a widespread service outage (an outage affecting at least 3% of the carrier's customers in the state) are circumstances beyond the carrier's control.

- c. Minimum Standard Reporting Level. 90% of all out of service trouble reports within 24 hours is the set minimum standard. Both the percentage of outages meeting the 24-hour standard and the actual system-wide average outage duration should be reported.
- d. Reporting Unit. Reporting is at the state-wide level. However, carriers shall submit with the report the underlying data at the exchange or wire center level, whichever is smaller, that supports the information being reported. A wire center with fewer than 100 lines should be combined with other central offices within the same location. A remote switching unit with fewer than 100 lines should also be added to its host switch. URF CLECs that do not have exchanges or wire centers shall report at the smallest reporting unit. All reporting carriers shall submit the raw data included in the report.
- e. Reporting Frequency. Compiled monthly and reported quarterly for those reporting units.

3.5 Answer Time for trouble reports and billing and non-billing inquiries applies to GRC ILECs, facilities-based URF Carriers with 5,000 or more customers, and any URF Carrier with fewer than 5,000 customers that is a COLR.

- a. Description. A measurement of time for the operator to answer within 60 seconds 80% of calls to the business office for billing and non-billing inquiries and to the repair office for trouble reports. This measurement excludes any group of specialized business account representatives established to address the needs of a single large business customer or a small group of such customers. A statistically valid sample of the answering interval is taken to obtain the percentage of calls answered within 60 seconds. A customer must be presented with the option on an interactive voice response (IVR) or automatic response unit (ARU) system to speak with a live agent, preferably in the first set of options.

- b. Measurement. An average answer time of a sample of the answering interval on calls to the business office and repair office that is representative of the measurement period.
- c. Minimum Standard Reporting Level. 80% answered within 60 seconds when speaking to a live agent or 80% answered within 60 seconds when speaking to a live agent after completing an IVR or ARU system. If measurement data of average answer time is used, it will be converted to the percent answered within 60 seconds.
- d. Reporting Unit. Each traffic office serving 10,000 or more lines and handling calls to the business office for billing and non-billing inquiry calls and to the repair office for trouble report calls.
- e. Reporting Frequency. Compiled quarterly and reported annually on February 15 for percent answered within 60 seconds.

4. MAJOR SERVICE INTERRUPTION – Applies to all facilities-based certificated and registered public utility telephone corporations.

- a. Description. The Commission adopts for its major service interruption reporting the FCC's Part 4 rules concerning communications disruption and outages, the FCC's Network Outage Reporting System (NORS) reporting requirements, and the annual ETC outage report, as modified by FCC over time. The FCC's Part 4 rules and NORS user manual can be found at the following FCC website link:

<http://www.fcc.gov/pshs/services/cip/nors/nors.html>

- b. Reporting Procedures:
 - (i) Written reports are normally satisfactory. In cases where large numbers of customers are impacted or that are otherwise of great severity, a telephone report should be made promptly.
 - (ii) Concurrent reports shall be submitted to the Communications Division (CD) and the Division of Ratepayer Advocates or their successor divisions when the carrier files its reports with FCC's NORS system. Carriers shall submit a report to the Commission when the communication disruption or outage meets the FCC's reporting threshold and that disruption or outage involves communications in California, regardless of whether the affected communications in California independently meet the FCC's reporting threshold. Reports shall be filed with the CD per CD's directed method/media.
 - (iii) Final NORS reports shall be made confirming that service has been restored.
 - (iv) ETCs, concurrent with their FCC filing, shall submit the annual outage report that provides detailed information on any outage lasting at least

30 minutes and potentially affecting 10% of their customers in a designated service area.

- c. Confidentiality. Major Service Interruption reports submitted to the Commission pursuant to these rules shall be treated as confidential in accordance with Pub. Util. Code § 583 and General Order 66-C.

5. WIRELESS COVERAGE MAPS – Applies to all public utility telephone corporations that are wireless carriers.

5.1 Description: Wireless coverage maps shall show where wireless phone users generally may expect to receive signal strength adequate to place and receive calls when outdoors under normal operating conditions.

5.2 Requirements. Wireless carriers shall provide coverage maps on their websites and at retail locations.

- a. Wireless carriers shall provide coverage maps in printable format on their websites and in a printable or pre-printed format at retail locations that customers can take with them. Wireless carrier representatives at retail locations shall implement procedures to make available during a sales transaction coverage maps depicting approximate wireless service coverage applicable to the wireless service rate plan(s) being sold.
- b. Wireless carriers shall provide coverage maps depicting approximate wireless service coverage applicable to the wireless service offered rate plan(s). All coverage maps shall include a clear and conspicuous disclosure of material limitations in wireless service coverage depiction and wireless service availability.

6. RECORDS AND REPORTS

6.1 Reporting Units. Service measurements shall be maintained by reporting units. Reporting units are exchange, central office entity, wire center, traffic office, trouble report service office, or business office as required.

The reporting unit for each service measure is defined in Section 3.

6.2 Reporting Requirements. Reports shall be made to the Director of Communications Division of the Commission within 45 days of the end of the reporting quarter, for all reporting units for the non-answer time minimum telephone service measures. The answer time measure shall be reported on February 15th annually for the preceding calendar year. Service interruption shall be reported when it is considered a major interruption as defined in Section 4. Reports to the Commission of performance not meeting the reporting level shall state the levels of service for each service measure and the months being reported. Reports on reporting units for two or more consecutive quarters shall also include a description of the performance at the reported level, a statement of action

being taken to improve service, and the estimated date of completion of the improvements.

- 6.3 Retention of Records. Quarterly summary records of service measurements for each reporting unit shall be retained for three years. All major service interruption reports shall be retained for three years. All summary records shall be available for examination by Commission representatives during the retention period and special summaries of service measurements may be requested by the Commission.
- 6.4 Commission Staff Reports. The staff may compile and post the minimum service standards and the performance of each carrier on the Commission's website.

7. STAFF INVESTIGATIONS AND ADDITIONAL REPORTING REQUIREMENTS

Commission staff may investigate any reporting unit that does not meet a minimum standard reporting level and any major service interruption. Staff may recommend the Commission institute a formal investigation into a carrier's performance and alleged failure to meet the reporting service level for six or more consecutive months. Staff may require carriers with two or more measures below the reporting service level in one year or one measure below the industry average to meet with staff and present proposals to improve performance and to report monthly if poor performance continues. This section does not apply to Section 5, Wireless Coverage Maps.

8. FORM

The attached form is a template for reporting GO 133-C Service Quality Standards. The staff may change this form as necessary.

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-C**

Company Name: _____ **U#:** _____ **Report Year:** _____

Measurement (Compile monthly, file quarterly)													
	Date filed (05/15/yy) 1 st Quarter			Date filed (08/15/yy) 2 nd Quarter			Date filed (11/15/yy) 3 rd Quarter			Date filed (02/15/yy) 4 th Quarter			
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	# of Installation												
	# of total hours for installation												
	% ≤ 5 Business Days												
Installation Commitment Min. standard = 95% commitment met	# of installation												
	# of total installation commitment met												
	% of commitment met												
Customer Trouble Report													
	# lines												
	# of trouble reports												
6% (6 per 100 lines for units w/ ≥ 3,000 lines)	% of trouble reports												
	# lines												
	# of trouble reports												
8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	% of trouble reports												
	# lines												
	# of trouble reports												
10% (10 per 100 lines for units w/ ≤ 1,000 lines)	% of trouble reports												
	% of trouble reports												
	Total # of Out of Service reports												
Out of Service Report Min. standard = 90% within 24Hrs	Total # of repair hours												
	% ≤ 24 Hours												
	% > 72 hrs ≤ 120 hours												
	% > 120 Hours												

Measurement (Compile quarterly, file annually on February 15)		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR & Billing								
	Total # of call seconds to reach live agent								
	% ≤ 60 seconds								

Primary Utility Contact Information

Name: _____ Phone: _____ E-mail: _____

Cal-Ore Telephone Company
Line 610 – Functionality in Emergency Situations

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations, including a demonstration that 1) it has a reasonable amount of back-up power to ensure functionality without an external power source, 2) is able to reroute traffic around damaged facilities, and 3) is capable of managing traffic spikes resulting from emergency situations.

OVERALL RESPONSE TO EMERGENCY SITUATIONS: The Company has a comprehensive disaster recovery plan (also called a “continuity plan”) that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

POWER: In order to function in an emergency, the Company has a combination of batteries and emergency generators. Some locations have permanent emergency generators with fuel tanks; whereas, other locations require a portable generator to be brought to the location to recharge the on-site batteries. The company owns several portable generators that technicians can take out to recharge the batteries. For example, the company’s central offices have automatic stand-by generators to run the entire offices. The digital loop carrier (“DLC”) sites also have battery back-up.

REROUTING TRAFFIC AND REDUNDANCY: The Company has established 100% redundant E-911 trunks and SS-7 routes. In addition, the network was designed with redundancy, wherever possible, especially in the backbone network. Where it is not redundant, the Company has the ability to redirect most backbone traffic. In cases where there is no redundancy, it is due to the extreme cost of a 100% redundant network. For example, the loop to the customer location is typically not redundant, especially for residential customers. This is because it would not be cost effective to build totally separate facilities for the “last mile” to the customer.

MANAGING TRAFFIC SPIKES: The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the network to have excess capacity on its backbone network. For example, on Mother’s Day, the company handles traffic without the customer receiving the “All Trunks Busy” message which demonstrates the Company’s ability to handle peak traffic spikes.

File name: 542311ca1010.pdf

**Cal-Ore Telephone Company
Line 1010 – Voice Services Rate Comparability**

As required in 47 C.F.R. § 54.313(a)(10), any recipient of high-cost support shall provide a letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice services, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau. The following provides the Company's support for Line 1010 - Description of Voice Service Rate Comparability.

As of January 1, 2014, the Company charges the following fixed voices prices:

Flat Rate Residential Service	\$20.25
State Residential Subscriber Line Charge	0.00
State Universal Service Charge Fee	0.50
Mandatory Extended Area Service	0.00
Residential Federal Subscriber Line Charge	<u>6.50</u>
Total Residential Fixed Voice Charges	<u>\$27.25</u>

Since the total for residential fixed voice that the Company charges, as shown above, is below the \$46.96, which is two standard deviations above the applicable national average urban rate for voice services, announced by the FCC Wireline Competition Bureau in the Public Notice released on March 20, 2014 (DA 14-384), the Company hereby certifies that it is in compliance with 47 C.F.R. § 54.313(a)(10).

Cal-Ore Telephone Company, Inc. Lifeline Terms and Conditions

Lifeline Voice Plan Detail:

Cal-Ore Telephone Company, Inc. offers Lifeline program-supported service to qualified low-income residential customers for one telephone line per eligible household. Lifeline service provides a flat rate federal discount of \$10.00 on monthly qualified residential telephone service. This is shown as a reduction of \$6.50 towards the Federal Subscriber Line Charge and \$3.50 off your monthly rate for local exchange telephone service. Lifeline customers will also receive additional Lifeline Service reductions in intrastate local service of \$10.64. Lifeline reductions are applied to one residential telephone line per household per month.

Qualification Detail:

1) Program-Based:

You can qualify for California Lifeline if you or another person in your household is enrolled in any one of the following public-assistance programs:

- Medicaid/Medi-Cal
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8
- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Women, Infants and Children Program (WIC)
- National School Lunch Program (NSL)
- Temporary Assistance for Needy Families (TANF)
 1. California Work Opportunity and Responsibility to Kids (CalWORKs)
 2. Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKs)
 3. Welfare-to-Work (WTW)
 4. Greater Avenues for Independence (GAIN)
- Tribal TANF
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)
- Food Distribution Program on Indian Reservations

2) Income-Based

You can qualify for California LifeLine if your household's total annual gross income is at or less than these annual income limits:

Household Size	Annual Income Limits
1-2 members	\$25,500
3	\$29,700
4	\$35,900
Each additional member	Add \$6,200

Effective from 06/01/14 to 05/31/15

Documentation is required to show your household income meets the annual income limits if you are qualifying by Income-Based. Acceptable proof:

- Front page only of prior year's state (540, 540A, 540 2EZ, 540NR, or 540X), federal (1040, 1040A, 1040EZ, 1040NR, 1040NR-EZ, 1040SS, or 1040X), or tribal tax return,
- Income statements or paycheck stubs for 3 consecutive months within the past 12 months,
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, Unemployment Compensation, and/or Workmen's Compensation,
- Alimony and/or child support documents, **and/or**
- Other official documents.

Number of minutes-of-use provided as part of Lifeline Plan:

The Company's Voice Lifeline plan includes unlimited local minutes-of-use within the toll-free calling area.

Additional charges for toll calls:

The Company's Voice Lifeline plan does not include any free minutes-of-use for toll. Toll is billed at the standard toll rate depending which interexchange carrier the Voice Lifeline customer selects. If the Voice Lifeline customer does not presubscribe to an Interexchange carrier, all toll calls will be directed to enter a toll code when making such calls.

Rates for each Lifeline plan:

Qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company. Posted rates do not include any taxes or surcharges.